

Welcome to VA Hudson Valley Healthcare System

Welcome to Unit:

The Doctor/Practitioner responsible for your care is:

The Doctor/Practitioner providing your care is:

Your Nurse is:

Your Nurse Manager is:

Your Social Worker is:

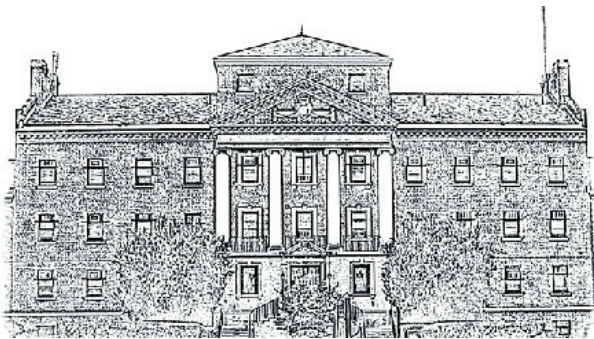
Your Patient Advocate is:

- Valerie Stein at Montrose, extension 2020
- Farhat Khan at Castle Point, extension 5795

VA Hudson Valley Healthcare System



Patient Handbook



**FDR Montrose Campus
Montrose, New York**



**Castle Point Campus
Castle Point, New York**

Director: Michael A. Sabo

April 2005

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Welcome

Welcome to the VA Hudson Valley Health Care System (VA HVHCS). We are committed to delivering the highest quality care to our nation's veterans. We know you have many questions and we hope that the information here answers some of them. If you can't find the information you are looking for here, please ask a member of our staff. Our staff is dedicated and highly trained to meet your medical needs. We value and respect them and hope you will too.



We provide Mental Health and Medical Services to veterans requiring treatment in psychiatry, medicine, spinal cord injury, rehabilitation, substance abuse, nursing home/extended care. We also offer a variety of specialty services including Patient Education, Women's Health, Supportive Housing, Vocational Rehabilitation Services, and Outpatient Clinics.

We provide an environment of care that is supportive and allows for the patient to develop and maintain a positive self-image which aids in your recovery. It is our goal

to provide the highest level of care as we preserve the human dignity of all patients.

We care about our patients and wish you a speedy recovery.

Your Safety Is Important to Us:

VA Hudson Valley HCS places the highest importance on patient safety. The VA has commissioned a national center devoted to patient safety, the National Center for Patient Safety, and there is a Patient Safety Manager at each medical center to oversee patient safety issues. The Patient Safety Manager at the VA Hudson Valley HCS is Maureen McCaffrey and can be reached through your unit manager or treatment team. You are encouraged to report safety issues you have identified to your treatment team, Patient Safety Manager or Patient Advocate immediately.

You can help us to achieve our patient safety goals by educating yourself about your diagnosis, the medical tests you are undergoing, your medications and your treatment plan. Ask your treatment team if you have questions or concerns or if you don't understand any part of your treatment.



Protective Services:

You have the right to Protective Services. Information may be provided through the social worker on your unit. Refer to the phone list at the last page of this handbook.

General Information

Visiting Hours:

Restrictions: Children under the age of 14 are not permitted in patient care areas. This is for the protection of children.

Visiting Hours for VA Hudson Valley HCS are from 11am to 8pm unless otherwise noted.

Please consult the unit Nurse Manager for special considerations which are available as needed.

Other Specific visiting hours (Mental Health) at FDR Montrose:

4AB: 10am - 8pm

4CD: 10am - 8pm

13CD: Weekends, Federal Holidays
Noon - 6pm

28D: No visitation

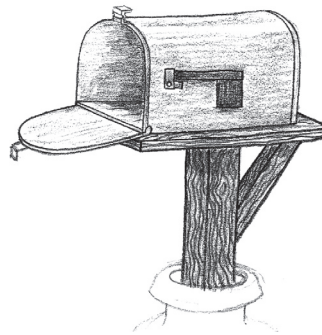
52D(Domiciliary):

- Weekdays: 4:30pm - 8pm
- Weekends & Holidays: 8am - 8pm

Persons who are boisterous or appear to be under the influence of drugs and/or alcohol will not be permitted visiting privileges.

In certain circumstances, visits may be supervised.

Mail:



To mail letters, please affix proper postage and deposit it in the mailbox provided on your unit. For prompt delivery of your personal mail, please have family and friends

address the envelope as follows:

Your name, Unit
VA Hudson Valley Health Care System
Castle Point, New York 12511

Or

Your name, Unit
VA Hudson Valley Health Care System
PO Box 100
Montrose, NY 10548-0100

Personal Phone Calls:



Castle Point: Bedside phones are available for use in making local calls and receiving calls.

FDR Montrose:

Patients may use any of the many PAY PHONES in the hospital to place or receive personal calls.

Some restrictions may apply.

Smoking:

Smoking Is Not Permitted For Employees, Visitors, Or Patients Inside Any Hospital Building Or Elevator.

The VA HVHCS recognizes that smoking has been implicated as a cause of serious disease and is a fire hazard.



Smoking is only permitted in designated areas. Please ask the staff on your unit if you have any questions regarding smoking. We need your cooperation in keeping our hospital smoke-free. Please utilize the appropriate

outside receptacles for discarding cigarettes in order to maintain the safety and beauty of our hospital grounds.

Smoking Shelter Locations:

- Please note white lines outside the front of each Bldg. Smoking is not permitted before these lines (15 feet from Bldg.)
- Smoking shelters are available on grounds:

Castle Point:

outside of Bldg 19

FDR Montrose:

between Buildings.

- (1 & 3)
- (13&14)
- (12&4)

**Organ Donation Designation:**

At the time of admission, you will be asked if you have an Organ Donor Card and/or designation on your driver's license. If you do not, but are interested this may be followed up with your treatment team. Be sure and notify your family of your decisions.

Organ/Tissue Donation Program:

We participate in an organ and tissue donation program in cooperation with the New York Transplant Program. This networking is tied into a nationwide donor/recipient computer program, which has the capability of quickly identifying and matching a suitable donor with individuals who are anxiously awaiting a transplant.

The Uniform Anatomical Gift Act, enacted in 50 states, allows you to donate (a) all organs, (b) specific organs (c) tissue (skin, bone, corneal) (d) your entire body for medical research. A properly signed donor card is recognized anywhere in the country.

Your Clinic Visit

Primary Care:

Primary Care allows for the identification of a physician and team responsible for serving all of your health care needs. Our expectations are that this coordinated effort will help you remain healthy and have a better quality of life.

A “Primary Care Provider” can be a physician, nurse practitioner, or physicians assistant. A “Primary Care Team” is a group of health care professionals responsible for coordinating your care. In addition to a physician, other members of the team may include, nurses, pharmacists, dietitians, and social workers, depending on your needs. You will be assigned a Primary Care Provider and a Primary Care Team.

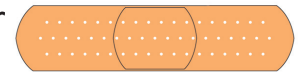
Your Healthcare Team:

The individuals on your healthcare team responsible for your care are very much interested in providing you with information about your health that is useful and appropriate to you and your family.

Your team has developed a plan of care, with input from you and your family that guides activities for your healing, rehabilitation and/or recovery. Health education is a big part of the plan. Patient and family health education is available to you in a variety of ways. You can expect information to be provided to you from every member of your health care team, as well as one-to-one education.

There is a variety of written materials, videocassettes, formal classes, displays, support groups, and more available to you. Please help us to provide you with essential information by taking an active role in educating yourself about your health and wellness.

If at any time you or your family have any questions or concerns, feel free to speak to a member of your health care team.



Your Need For Support:

You have the right to Supportive Care including appropriate management of pain, treatment for uncomfortable symptoms and support for psychosocial and spiritual concerns and needs. Please contact your treatment team.

When You Have Pain:

You will also be asked the following questions about your pain:

- Where is it?
- When did it start?
- How long has it lasted or does it last?
- What makes it better or worse?
- Which medications have you tried?
- Bring your list of medications/treatments with you.
- Have treatments worked well? Be prepared to explain your experience with treatments/medications.

While You Are an Inpatient or Resident

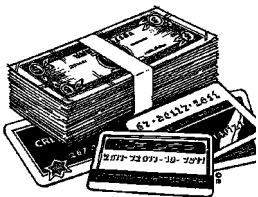
What to Bring:

We ask that you provide your own personal comfort items (toothbrush, toothpaste, shaving supplies, denture care needs, shampoo, non-alcoholic mouthwash, and after shave lotion, etc). These items are available for purchase in the canteen.

Pajamas, robes, and slippers are provided as necessary for inpatients, please contact staff concerning these items.

Your Room:

It is the intent of the VA Hudson Valley Healthcare System to have two patients to a room. However, the number of patients in a room is appropriate to the hospital's goals and your age, developmental level, clinical condition and need.



Your Valuables:

You are encouraged to send all valuables home that are not necessary for your stay. If this is not possible, you should turn in valuables during processing in Admissions. Please check your receipt and sign it. The hospital does not assume responsibility for valuables kept in your possession. If, during your stay, you wish to secure other valuables, they should be taken directly to Patient Effects.

Your Money:

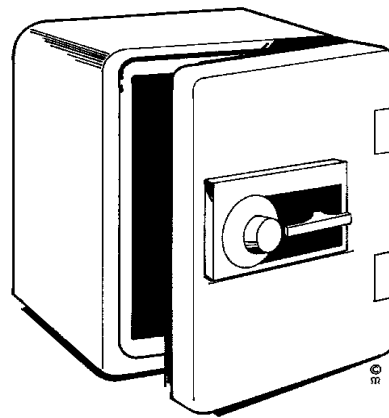
We recommend that you deposit your money with Agent Cashier at the following locations:

• Castle Point:

Bldg 15H, Ground Floor, Rm H020

• FDR Montrose:

Bldg. 4, Rm 7A, Ground Floor



On some units patients are not permitted to have money in their possession. Where permitted, it is

suggested that you keep no more than \$5.00

on your person. Any additional money you keep on your own person is done at your own risk; the hospital does not assume responsibility for any money kept in your possession.

Your ID and Document need:

All patients have access to a Notary Public. If you don't have a picture ID, your patient identification armband will be accepted as proof. For further information ask the staff on your unit.

Domiciliary:

Residents admitted to these programs are responsible for safeguarding their own clothing and personal belongings.

Follow-Up Care, Outpatient Treatment:

Discharge planning is discussed with you as part of your treatment plan from the time of your admission to discharge. Family/significant other involvement is encouraged with your agreement.

Patients Rights and Responsibilities

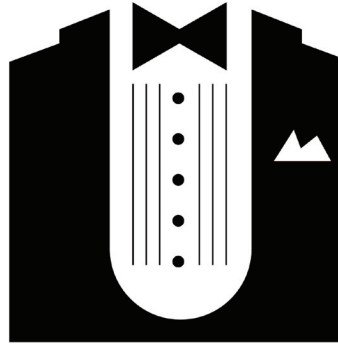
Veterans Health Administration (VHA) employees will respect and support your rights as a patient. We are pleased you have selected us to provide your health care. We plan to make your visit or stay as pleasant for you as possible. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

I. Respect And Non-Discrimination

- You will be treated with dignity, compassion and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.
- You have the right to know the identity and professional status of individuals providing service to you, and to know which physician or other practitioner is primarily responsible for your care. This includes your right to know of the existence of any professional relationship among individuals who are

treating you, as well as the relationship to any other health care or educational institutions involved in your care.

- You or someone you choose have the right to keep and spend your own money. You have the right to receive an accounting of VA held funds.



- Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.

- As an inpatient or long-term care resident you may wear your own clothes and keep personal items. This depends on your medical condition.

- As an inpatient or long-term care resident, you have the right to social interaction, and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether or not to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.

- As an inpatient or long-term care resident, you have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights.

- As a long-term care resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.

- In order to provide a safe treatment environment for all patients and staff, you are asked to respect other patients and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

II. Information Disclosure And Confidentiality

You will be given information about the health benefits that you can receive. The information will be provided in a way you can understand.

- You will receive information about the costs of your care, if any, before you are treated. You are responsible for paying for your portion of the costs associated with your care.

- Your medical record will be kept confidential. Information about you will not be released without your consent unless authorized by law (i.e., State public health reporting). You have the right to information in your medical record and may request a copy of your records. This will be provided except in rare situations where your VA provider feels the information will be harmful to you. In that situation, you have the right to have this discussed with you by your VA provider.

- You will be informed of all outcomes of care, including any injuries caused by your medical care. You will be informed about how to request compensation for injuries.

III. Participation In Treatment Decisions

- You, and any persons you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. Refusing treatment will not affect your rights to future care but you have the responsibility to understand the possible results to your health. If you believe you cannot follow the treatment plan you have a responsibility to notify the treatment team.

- As an inpatient or long-term care resident, you will be provided any transportation necessary for your treatment plan.

- You will be given, in writing, the name and professional title of the provider in charge of your care. As a partner in the healthcare process, you have the right to be involved in choosing your provider. You will be educated about your role and responsibilities as a patient. This includes your participation in decision-making and care at the end of life.

- Tell your provider about your current condition, medicines (including over the counter and herbals) and medical history. Also, share any other information that affects

your health. You should ask questions when you don't understand something about your care. This will help in providing you the best care possible.

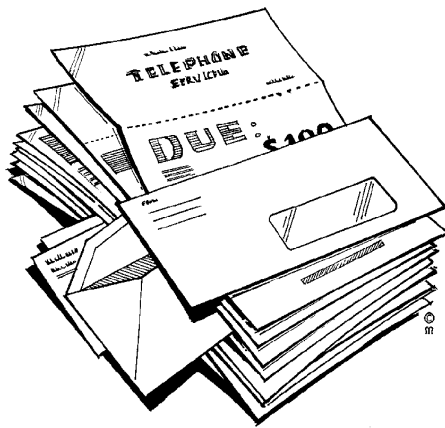
- You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.

- You have the right to choose whether or not you will participate in any research project. Any research will be clearly identified. Potential

risks of the research will be identified and there will be no pressure on you to participate.

- You will be included in resolving any ethical issues about your care. You may consult with the Medical Center's Ethics Committee and/or other staff knowledgeable about health care ethics.

- If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.



IV. Complaints

You are encouraged and expected to seek help from your treatment team and/or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process available to you. You may complain verbally or in writing, without fear of retaliation.

Advance Directives

What is an Advance Directive?

It is a written statement made by a patient, which states his/her preferences regarding medical treatment. Only when the patient is unable to communicate or make choices concerning his/her health care is the advanced directive implemented. Advance Directives may include, but are not necessarily a treatment preference plan, a Durable Power of Attorney for Health Care or a Living Will.

Treatment Preference Plan:

This lists medical situations, which a patient might encounter. This allows the patient to select or reject a treatment plan for each situation in advance.

Living Will:

(Instructive Directive) is an individual's statement of wishes regarding his/her life-prolonging treatments under specified conditions.

Withholding/Withdrawal Of Treatment:

Treatments that may impose undue burdens on a patient (resuscitation, artificial nutrition, and hydration, mechanical ventilation, dialysis) without overriding benefits may be withheld or withdrawn with consent. Life sustaining treatments may be withheld or withdrawn at the oral or written request of the patient; as specified by an advanced directive if the patient lacks decision-making capacity; or at the request of a surrogate decision-maker. There is a policy/procedure for DO NOT Resuscitate (DNR) providing guidelines allowing patients to die without attempting Cardiopulmonary Resuscitation. A DNR is independent of other treatment orders. Aggressive therapy for other reversible conditions may be carried out even though a DNR is in place. Additional information is available from your treatment team.

Your Wishes:

We encourage patients to consider executing an Advance Directive for health care to ensure that their wishes concerning life-prolonging treatment are carried out if they become unable to express themselves or designate someone to make health care decisions. If you are considering executing an Advance Directive, we recommend discussing the issues with both your family, physician, Chaplain, and/or Ethics Committee. Your wishes as expressed in the Advanced Directive document will be followed as long as they do not conflict with usual Veterans Health Administration (VA) practices and procedures.

If a non-VA advanced directive is not valid under State law, but is sufficient to constitute a valid advanced directive, it will be honored. A deficient, non-binding advanced directive will not be honored, however will serve as evidence of your desires and may be utilized by a surrogate decision-maker in making decisions.

Appointing Someone to Share Your Wishes:

(Proxy Directive) You may appoint a person (proxy/durable power of attorney for healthcare) to make healthcare decisions for you in the event you are unable to do so. Your appointed proxy should be educated about your values, culture, feelings about extending life, religious beliefs if any, and specific beliefs if any that may effect your healthcare. The proxy does not have to be a relative.

How Do I Fill Out an Advance Directive?

Any person on your health care team can provide you with these forms. You do not need a lawyer to complete them. Please ask for further information if you need it. Two people must witness your signature at the time you sign the forms.

Witnesses can be:

- a neighbor.
- a friend.
- a member of another patient's family.
- staff that are not involved directly in your care such as chaplains, clerks, etc.

Witnesses cannot be:

- a member of your family or your surrogates.
- anyone paying your medical bills.
- anyone who may benefit from your death.
- any staff that takes care of medical needs such as doctors, nurses, etc.

After filling out the forms, make sure to give copies to your health care team and surrogate. A copy will be placed in your medical record. Keep the original for your own records. Remember, it is very important that your health care team knows your wishes.



It is your right to accept or refuse medical care when you are ill. You can change your mind at any time about your decisions for treatment, but let us know when you do. You may also

have your Advance Directive drawn up by a non-VA source. If you do so, please bring a copy with you for your VA medical record.

Remember:

- You can choose to be treated for one illness and not another if you have more than one health problem.
- You can always change your mind about any of your decisions.
- Talk to any member of your health care team for more information about Advance Directives.

Helpful Questions

- Are my legal affairs in order?
- Have I made a will?
- Does my spouse or family member know where my important papers are kept?
- Do I need to make a plan for my spouse or family's care?
- How do I feel about organ or tissue donations?
- How and where do I want to be buried?

Ask your social worker if you or your family want additional information.

Notes:

Helpful Services

Chaplain Program:

FDR Montrose

Worship Service Schedule

All Chapel services are shown on Channel 41 on the hospital televisions. For information call extension 2125.

Roman Catholic:

Sunday Mass: Chapel: 9:00 AM
6AB, 10:15AM

Daily Mass: Chapel, TBA

Holyday Vigil: TBA

Protestant:

(all Christian denominations except Roman Catholic)

Sunday Worship Service:
Chapel: 10:00AM

Bible Study: (for all Christians)
Chapel: 1:15PM, Sunday

Jewish:

Please call our Rabbi at extension 3735 for supportive services.

Islam:

Chapel: Jumma, Friday, 1:00PM.
Iman available upon request.
Extension 2125

For a complete schedule of Chapel activities call 2125, or ask the staff to access the Ancillary/Chaplain web page.



Castle Point

Worship Service Schedule

All services in Faith's Chapel are shown on Channel 18 on hospital televisions

Roman Catholic:

Saturday: 2:00PM Chapel
4:00PM Chapel

Sunday: 10:30AM Chapel

Weekdays: NOON, Chapel

Holyday Vigil: 4:30PM Chapel

Protestant:

(all Christian denominations except Roman Catholic)

Sunday Worship Service:
Chapel: 2:00PM

Morning Devotion: Chapel, 8:15 a.m.
Monday, Tuesday & Thursday

Jewish:

Please call our Rabbi at extension 5408 for supportive services.

Islam:

Imam available upon request

For a complete schedule of Chapel activities call: 5408, or ask the staff to access the Ancillary/Chaplain web page.

Ethics Committee:

- What is the right thing to do?
- Who has the right to make decisions?
- When should decisions be made?
- What are the options?
- What about issues such as confidentiality?

If you have these questions or any others about moral or ethical issues regarding your health care decisions or treatment options, the Ethics Committee is here for you. The VA H VHCS Ethics Committee provides patients and their families with information and counseling in dealing with ethical dilemmas.

You can make an appointment either through your treatment team or contact the committee chairperson, Warren Goldfarb, Phd., CASAC directly at extension 2109 between 8AM-4:30PM Mon-Fri.

Library Program:

Castle Point: Bldg 19C;

Extension: 5142

Thursday and Friday 8AM-4:30PM

FDR Montrose:

Bldg 6 Ground Floor; Extension: 3212
Monday-Friday 9AM-3:30PM.

Our library offers patients a wide variety of books, magazines, newspaper, and educa-



tional information. Large Print Materials and Audio Books are also available. Come read with us or visit our Patient Education Resource Center. Patients and their families

can find the information they need to understand and help cope with their medical conditions.

Patient Advocates:

Castle Point: Bldg 15, Rm E103

Farhat Khan

Extension: 5795

Hours: 8AM-4:30PM, Mon-Fri

FDR Montrose: Bldg 1 Rm152

Valerie Stein

Extension: 2020

Hours: 8AM-4:30PM, Mon-Fri

The Patient Advocate is available to assist you in resolving issues and/or questions if



they cannot be resolved at the point of contact. You should first discuss the problem with the involved staff. If your complaint remains unresolved, then the staff can arrange for you to meet with the Patient Advocate or you can contact her directly at Castle Point or FDR Montrose Campuses.

Pharmacy and Medications:

Pharmacy Telephone System-Easy Refills by Phone.

The Pharmacy Telephone Care System is available 24-hours a day, 7-days a week. You may use it to:

- *Order refills for current prescriptions at least 2 weeks before you run out,
- *Check on a prescription

Call 888-389-6528:

1. Enter full Social Security Number and the # sign
 2. Press 1 for Refills
Press 2 for Prescription Information
 3. Enter the Prescription Number (letters are not needed) and the # sign
- Please allow 4-7 days for delivery.

Also,*You may call 914-737-8345 to speak to a Pharmacist

Can I get medicines at the VA when prescribed by a non-VA physician?

In order to get medicines at the VA, your primary care must be monitored by the VA. Prescription medications require monitoring and evaluation for effectiveness, side effects and potential interactions with other medicines/foods etc. If your VA provider writes a prescription, that provider is responsible for the effects of that medicine. Your VA provider needs to see you on a regular basis to monitor the effects of the medicine and to write your prescriptions.

Your Medication:

On admission, all personal medications must be turned in. These medications are

sent to the pharmacy, where they are held for 7 days and then mailed to your home. If you are discharged before 7 days you may pick up your medication at the Pharmacy only if you have an authorization note from your provider and your identification. Only medications prescribed by your medical provider may be taken while being treated as an inpatient or a resident. Over the counter medications are not permitted.

Specialty Programs:

Our specialized treatment includes:

- Agent Orange/Persian Gulf Exam and Treatment.
- Diabetes Patient Education
- Post Traumatic Stress Disorder
- Respite Care Program
- Sexual Trauma Counseling
- Stress Management
- Substance Abuse Treatment
- Supportive Housing
- Visually Impaired/Blind Rehabilitation
- Vocational Rehabilitation Services
- Women's Health
- Psychosocial Rehabilitation Services
- Physical Medicine and Rehabilitation
- Pain Management

Veterans Benefit Counselor:

All inpatients desiring information on veteran benefits may set up an appointment with Veterans Benefit Counselor through their Medical Support Assistant (ward clerk). Non-ambulatory and confined patients may arrange for a bedside visit.

Castle Point: (845) 838-5232
Bldg 15, Second floor,
Rm E-101 Extension: 5232
(914) 788-4367

FDR Montrose:

Bldg 1, Ground Floor, Rm 18,
Extension: 4367

If you need information or assistance concerning a VA Claim write to:

Dept. of Veterans Affairs
New York Regional Office
245 West Houston St.
New York, NY 10014-4805
Or call their toll free number:
800-827-1000



Voluntary Program:

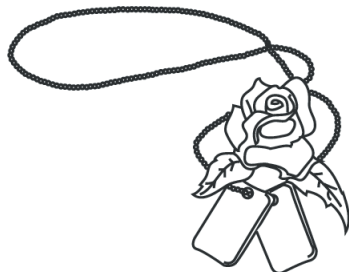
Castle Point: Bldg 15,
Ground Floor; Extension:
5135

FDR Montrose:

Bldg 25, Second floor;
Extension: 3715

Relocation: Spring/Summer 2005 to the
Ground floor, Building 14.

Women Veteran's Program Manager:



LeeAnn Laubscher

Montrose

Bldg 3, Rm 218,
Extension: 2757

Castle Point

First Floor, Bldg 15,
Rm E103
Extension: 5658

Things to Know About VA Hudson Valley HCS

Retail Store:

Castle Point:

Bldg 15

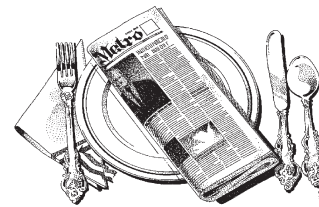
Open: Monday-Friday
7:30AM-3:15PM



FDR Montrose: Bldg 13, Ground Floor

Open: Monday-Friday 8:30AM-4:00PM

Canteen Service:



Castle Point Campus:

Bldg 15, H Wing
Monday – Friday;
7:30AM – 2:45PM
Extension: 5391

Montrose Campus:

Bldg 13, Ground Floor
Monday – Friday 7:30AM – 2PM
Extension: 2402

Gratuities:

Tipping is not allowed. If you wish to express your gratitude to a member of staff please send a letter, which will be greatly appreciated. Please remember that we are here to help you and give you the best care possible.

Hoptel:

Castle Point and Montrose both have safe and comfortable rooms set up to provide lodging for patients or family when there are limitations on their ability to travel to or

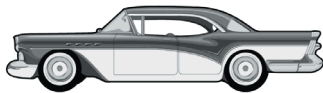
from home. The rooms are similar to hotel rooms, and no medical/nursing care or food service is provided. Please contact admissions office for more information about this service, FDR Montrose, Ext. 3309; CP Campus, Ext. 5100.

Outpatient Parking:

FDR Montrose, Bldg 3

Castle Point, Bldg 12, 15, 17

Outpatient parking spots are not to be used for an extended period of time. Please do not leave vehicles overnight. In an emergency you must obtain permission through Police Service. The U.S. Government does not assume liability for any vehicles that remain on hospital grounds.

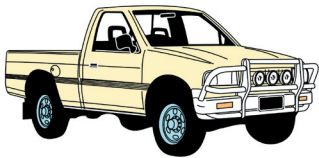


Parking Regulations:

We ask that you strictly observe parking regulations as designated which are in place for your safety, protection and convenience. VA Police will enforce speed limits and traffic signs.

Your Vehicle:

If possible leave your vehicle at home.



VA Police must be notified if your vehicle is to remain overnight.

If this is not possible due to an emergent admission, please contact the VA Police as soon as possible. As per policy, the VA Police will secure your vehicle and your car keys.

The U.S. Government does not assume liability for vehicles that remain on hospital grounds

VA Regulations:

VA Police enforce all VA regulations to ensure a safe, secure, healthful environment at VA HVHCS. Staff, patients, and visitors, who act with caring and courtesy, promote a climate of cooperation.



VA Regulations 218

(Unacceptable Behavior):

VA regulations regarding 218 are posted at the entrance to each facility. Violation will lead to disciplinary action and/or prescribed penalties such as discharge, ejection from the grounds, fines and prosecution in Federal Court. Penalties will be in keeping with the gravity of the offense and the physical and mental condition of the offender. The following actions are unacceptable, illegal and subject to disciplinary action.

It is not permissible to:

- Use or possess any intoxicating beverage or any illegal drugs.
- Possess firearms, ammunition, explosives, sharp instruments, lighter fluid, any weapons, unauthorized or prescription drugs, narcotics, poisons, etc
- Make threats, verbal abuse, or attempts at physical assault against patients, visitors, or staff.

• Steal or damage, destroy, lose, barter, sell any government property or any property belonging to another patient.

Certain behavior is prohibited on VA property. Patients previously notified who continue to violate the introduction of contraband are subject to a Federal Violation Notice.

All confiscated contraband will be turned over to the VA Police.

Voluntary Clothing Store:

Castle Point:
Monday-Friday 10AM-2PM, Bldg 21, Rm A-202



FDR Montrose:
Bldg 15, Rm 15
Tuesday and Thursday, 9AM-10:35AM and 12PM-1:30PM

Phone Directory:



VA Network Billing	888-440-9587
VISN03 Dial-a-Nurse	800-877-6976
Pharmacy Easy Refills <i>See Pg 16 for instructions</i>	888-389-6528

Miscellaneous: (Phone/Building)	Castle Point	Montrose
Admissions	5100-15	3309-3
Agent Cashier	5289-15	2179-4
Billing & Insurance	5129-16	2204-15
Clothing Room	5433-19C	2013-4
Library Program		3212-6
Lost & Found (VA Police)	5211-12	2509-15
NYS Dept Mental Hygiene	(914) 592-4275	
Prosthetics	5611-15	2524-6
Patient Effects	5416-16	2230-4
Release of Information	5125-16	2535-3
Travel Information	5145-16	2173-3
Volunteer Program	5135-15H	3715-25
Vision Impaired	5748-16	2585-3

Satellite Clinics:

Carmel, NY	845-228-5291
Goshen, NY	845-294-6927
Monticello, NY	845-791-4936
New City, NY	845-634-8942
Port Jervis, NY	845-856-5396
Poughkeepsie, NY	845-452-5151

Other Phone Numbers:

**Mental Health Hotline
Mobile Crisis Resources
Protective Services**

Connecticut:

- Mental Health Crisis Hotline (24hrs)
(203) 797-7000
- Mental Health Mobile Crisis (24hrs)
(203) 797-7642

New York:

COLUMBIA COUNTY

- Mental Health Crisis Hotline (24hrs)
(518) 828-9446
- Adult Protective Services
(518) 828-9411

DUTCHESS COUNTY

- Emergency Psychiatric Care Center
(EPCC) (845) 431-8892
- Helpline (24hrs) (845) 486-2741
- Mobile Crisis Team (8:30-5:00pm)
(845) 452-8000
- Adult Protective Services
(845) 486-3000

ORANGE COUNTY

- Mobil Crisis Team (24hrs)
(888) 750-2266
- Helpline (24hrs) (845) 294-7411
- Adult Protective Service
(845) 291-2951

PUTMAN COUNTY

- Crisis Team (24hrs) (845) 278-2100
- Adult Protective Services
(845) 225-7090

ROCKLAND COUNTY

- Crisis Assessment (24hrs)
(845) 364-2200
- Suicide Hotline (24hrs) (845) 354-6500
- Adult Protective Services
(845) 364-3578

SULLIVAN COUNTY

- Crisis Hotline (Mon-Fri 9:00-5:00pm)
(845) 292-8770
- Crisis Hotline (After Hours/Weekends)
(845) 794-5691
- Adult Protective Services
(845) 292-0100

ULSTER COUNTY

- Mobile Crisis (24hrs) 911
- Crisis Hotline (24hrs)
@ Benedictine Hospital Emergency Room
(845) 338-2500
- Adult Protective Services
(845) 334-5194

WESTCHESTER COUNTY

- Mobile Crisis Team (24hrs) @ Valhalla
(914) 493-7075
- New Rochelle (Mon-Fri 9:00-5:00pm)
(914) 637-1434
- Adult Protective Services
(914) 285-5473